



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 820, Boston, MA 02118

(617) 305-3580

www.mass.gov/dtc

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

JAY ASH
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

JOHN C. CHAPMAN
UNDERSECRETARY

KAREN CHARLES PETERSON
COMMISSIONER

Via ECFS

June 28, 2017

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
Room TW-A325
445 12th Street, SW
Washington, DC 20554

RE: CG Docket No. 03-123
Telecommunications Relay Service Consumer Complaint Log Summary

Dear Ms. Dortch,

The Massachusetts Department of Telecommunications and Cable ("MDTC") submits this filing in compliance with the requirement that states and telecommunications relay service ("TRS") providers submit consumer complaint log summaries by July 1 of each year.¹ This submission constitutes the Massachusetts TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2017.

During the period of June 1, 2016, to May 31, 2017, neither the MDTC nor the Commonwealth's TRS administrator, the Massachusetts State 911 Department, has received any consumer complaints alleging a violation of the federal TRS minimum standards. All TRS-related complaints during this time period were made directly to the Commonwealth's TRS provider, Hamilton Relay, Inc. ("Hamilton"). Hamilton's complaint logs are included with this letter as an electronic attachment.

¹ See 47 C.F.R. § 64.604(c)(1); *Telecomms. Relay Servs. & Speech-to-Speech Servs. for Individuals with Hearing & Speech Disabilities*, FCC 00-56, Report & Order & Further Notice of Proposed Rulemaking, 15 FCC Rcd. 5140, 5144-46 (Mar. 6, 2000).

The MDTC will continue to monitor the status of TRS in Massachusetts. If you have any questions, please feel free to contact me at 617-305-3580 or Dixie Ziegler with Hamilton at 800-618-4781 V/TTY.

Sincerely,

/s/ Sean M. Carroll

Sean M. Carroll

Deputy General Counsel

Attachments (2)

cc: Sandra E. Merrick, General Counsel, MDTC
Lindsay DeRoche, Director, Competition Division, MDTC
Louise McCarthy, General Counsel, Massachusetts State 911 Department
Monna Wallace, Programs Director, Massachusetts State 911 Department